

# The IPN DISPATCH



IPN Monthly Dispatcher Update

November 2018

## DISPATCHER OF THE MONTH



We are pleased to announce that LAX019 has been named DOTM!

He has been with IPN since the very beginning and we certainly appreciate his loyalty and dedication!

*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## IN THE NEWS

When we see an IPN incident alert in the news, it validates what we do - getting Real News in Real Time to Real People. Often times IPN alerts that make the news are tragic, affecting numerous people. But there are times when one makes the news and makes you say "what???" - like this page:

10-23-2018 @22:42 | Fresno| 2 Alarm Fire| | 524 E Mariners Cir|FFD on scene, heavy fire showing from a single-family dwelling.| CAL155

Seems like a basic enough call, right? Well, this IPN alert made national news because of how the fire started. Check out the story about the man who sets his parent's home on fire trying to kill black widows with a blowtorch! Here's the link: [www.latimes.com/local/lanow/la-me-ln-fresno-fire-20181024-story.html](http://www.latimes.com/local/lanow/la-me-ln-fresno-fire-20181024-story.html)

See the next article to ensure your IPN page gets in front of the news agencies.



## IN THIS ISSUE

Is Your Page Newsworthy?  
Doubling Down on Police Content  
Cold Weather Incident Reminder  
Newsletter Correction  
Dispatcher Photos

# NEWSWORTHY PAGES

## AND WHAT TO DO

We have noticed many of the dispatchers who have the ability to send damage calls getting tunnel vision on the loss portion of the call.

While it is important to send these Structure Damage notifications we do not want to miss out on the newsworthy component. It is important to ask yourself "Is this newsworthy?" when handling an incident of this nature.



they did not make it out on our main stream categories. They did get paged to Damage but in a situation where the call is newsworthy

there can be two separate alerts. For examples 1 and 3, a "Special" page would have been great. Traffic Advisory would have worked on the example 2 because it is a minor auto accident. It is just a matter of thinking outside the box and asking "Is this newsworthy?"

Here are some examples of calls that were recently paged to just the damage groups:

- 1) *Structure Damage|FD o/s Large Tree Thru the Roof of an Occupied House. No Entrapment. Red Cross Needed| IPN*
- 2) *Structure Damage|Truck vs McDonalds. Police report no injury. FD called to remove glass from front windows| IPN*
- 3) *Water Damage| FD o/s Broken Sprinkler Head in a Nursing Home. Multiple Ambs Req to Relocated Patients| IPN*

Each of these calls could have been a nice feature piece for the local newspaper but

## HOW TO:

Enter the page as you normally would and queue it up for review. Once your first page is queued, go back a few screens to the original entry form and change the category to the "Main Stream" or Non Damage group that will get the info to everyone else. Once queued, you have two tickets with the same details but different categories. Click send on both of them and you are ready for the next incident.

It is important to note that we do not send Working Fires over the damage categories. There is also no need to send a call to multiple "Main Stream" categories. We only send one alert to the most appropriate group. Please contact support if you have any questions. The QA team is always happy to assist you.

## HOTLINE INFO REMINDER

Provide all necessary information.  
Spell street names and towns.

Text: [hotline@incidentpage.net](mailto:hotline@incidentpage.net)  
Toll-free Phone: 1-888-339-8259

## NEWSLETTER CORRECTION

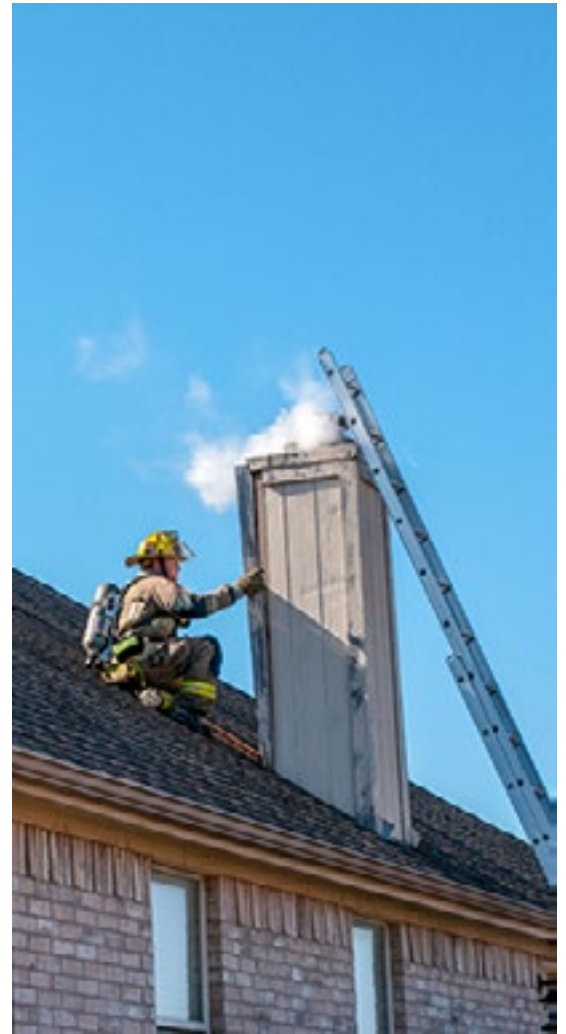
We regret not including COL127 in the new dispatcher list. Lynn, we look forward to your participation. Welcome to the team!

# TIS THE SEASON

The summer months have sadly come to a close. People in most parts of the country are turning on their furnaces and firing up their wood stoves. The focus of many Fire Departments has shifted from grass fires and BBQ mishaps to Chimney Fires and Oil Burner Blow backs. Regardless of the season, there are always nuisance calls that need to be addressed by public safety.

During the winter months it is more likely that the "Smoke in the Bldg" you are anxiously listening to will not pan out. But keep ears on it because you never know. If it becomes a minor incident do you have the ability to "cash in"? Yes. You can still send a page to the system. For those who are not aware, IPN has categories that can be added for situations like this. They include smoke damage, water damage and structure damage. All of them earn points and count towards "being active" each month.

If you would like access to page burned up holiday meals, or Nana's botched attempt to fire up the wood stove, please email support for details. Those who have access but have not used it in a while can request a new copy of these category definitions. They are opt-in categories so they do not appear in the regular category list. All members in good standing are welcome to participate.



*Photo by Rick White*



**10-04-2018 13:01 | Fallbrook| Traffic Advisory| 3I| 4500 S. Mission Rd|Two vehicle accident blocking southbound lanes. One injury being transported.| SAN053**

**Photos by SAN053**





# DOUBLE THE POINTS

## NOVEMBER & DECEMBER!



Historically, IPN has been the leading source for Fire and Rescue notifications. Over the years our system has evolved and grown the police side of the organization. This expansion allows us to bring even more real time news to our members. The information we send, as a whole, is in high demand by society. The “wacker page” of old has become a leading source of news for all. This is because of the time and effort that you put in to get the job done. ***You are the most important resource that we have and words cannot describe our appreciation for your accomplishments.***

The majority of our dispatchers have a fire background so expanding our capabilities on the police side is not an easy task. The demand for this law enforcement coverage is higher than it has ever been before. We want to energize that side of the house. We have been brain storming to find ways to do this and

decided to **double the points for all police calls during November and December** to see if this helps an increase on legitimate, real time notifications.

Many of our major cities have crime rates through the roof but you would not know that looking at our history. Minneapolis, for example, has not seen a police alert since May. We would love to have dispatchers in slower areas pick up a police feed or two. This could be in your backyard or across the pond. Regardless of location, these calls have significance and we want to see the numbers increase.

If any dispatcher would like to have another chapter enabled for the purpose of this experiment, please email support. If you have friends in law enforcement or 911 centers that sign up to dispatch, remember to email us to receive a referral bonus. Support will promptly take care of all reasonable requests.

10-14-18 22:37 |DFW|  
 Dallas, TX (Dallas  
 County)| Major Accident|  
 DPD 1| Woodall Rodgers  
 Frwy @ Pearl St| PD  
 O/S with an 18 wheeler  
 rollover| DFW156

Photo by DFW156



## MONTHLY STATS

The call volume for September was lower than average but there was consistent coverage in most area. We did see some spikes in areas that were hit by adverse weather. This is impressive because it shows members are aggressively seeking out payable incidents, outside their comfort zone, in areas where weather is causing havoc. **Thank you and nice job to everyone who is going that extra mile to keep our system ahead of the curve.**

The three busiest chapters continue their stranglehold with Florida (1847), New York (1700) and California (1679) staying on top. Massachusetts has battled its way back to the #4 spot after a four month hiatus. Illinois, Pennsylvania, Texas, Ohio and Maryland all continue to post great numbers and bounce around on the charts.

The dispatchers in Arizona continue to do an awesome job. They are holding steady in the tenth spot and keep the powerhouse known as New Jersey off the chart for the third month in a row.

January	February	March	April	May
Florida	Florida	Florida	Florida	Florida
New York	New York	New York	New York	New York
California	California	California	California	California
Mass	Mass	Mass	Mass	Pennsylvania
Illinois	Pennsylvania	Maryland	Pennsylvania	Maryland
Pennsylvania	Maryland	Pennsylvania	Texas	Illinois
Maryland	Ohio	Texas	Maryland	Mass
Texas	Texas	Illinois	Illinois	Texas
Ohio	Illinois	Ohio	Ohio	Ohio
New Jersey	New Jersey	New Jersey	No Carolina	Wisconsin

June	July	August	September
Florida	New York	Florida	Florida
New York	Florida	New York	New York
California	California	California	California
Pennsylvania	Pennsylvania	Illinois	Mass
Illinois	Mass	Mass	Pennsylvania
Mass	Texas	Pennsylvania	Texas
Maryland	Illinois	Texas	Illinois
Texas	Maryland	Ohio	Ohio
Ohio	Ohio	Maryland	Maryland
New Jersey	Arizona	Arizona	Arizona





9/28/18 23:55 | DFW| Dallas, TX (Dallas County)|  
1 Alarm Fire| 453.875| N Carroll Ave & Deere St|  
FD O/S with a 3 story apartment with fire from  
the roof| DFW156

Photo by DFW156

## CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

## QUICK LINKS

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it's just a joke

An officer pulled me over  
and said, "Papers..."

So, I said, "Scissors! I win!"  
and drove off.

